Bengaluru Metropolitan Transport Corporation (BMTC)

Addendum to Tender No. BMTC/2024-25/SE0730/CALL-4 Dtd.31.07.2025 **Date: 06-Aug-2025**

Addendum 1 to

SELECTION OF TECHNOLOGY SOLUTION PROVIDER FOR
Supply, Commissioning and Maintenance of
Smart Electronic Ticketing Machines
With Comprehensive Ticketing Solution on Rental Basis
Aug 2025

[WebSite:htpp://kppp.karnataka.gov.in]
Communication Address:
Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation (BMTC),
CentralOffices, KHRoad, Shanthinagar, BENGALURU-27. Telephone:
080-22537462
E-mail:cosp@mybmtc.com

Addendum 1: Request for Proposal (RFP) for Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of SMART ELECTRONIC TICKETING MACHINES With Comprehensive Ticketing Solution on Rental Basis for BMTC

S No.	Original Clause	Modified Clause
1.	Section-4. Terms of Reference C. Scope of Work 3. Detailed Scope of Work i) Software Version and Source Code Vendor should maintain version control of Ticketing Software, Terminal Management Software, Dashboard, Card and other modules (Comprehensive). And the copy of the working software (Bespoke Software) to be handed over to BMTC along with the training at the closure of the contract. The vendor shall take all measures to securely migrate the data as per BMTC requirements during exit.	C. Scope of Work 3. Detailed Scope of Work i) Software Version and Source Code Vendor should maintain version control of Ticketing Software, Terminal Management Software, Dashboard, Card and other modules (Comprehensive). And the copy of the working software (Bespoke Software) to be handed over to BMTC along with the training at the closure of the contract. The vendor shall take all measures to securely migrate the data as per BMTC requirements during exit. **Further, BMTC retains the right to ask for the source code, at any time during the Contract Period and the successful Bidder shall have to provide the same within 7 days of such request. It is clarified that the source code will be kept secure and shall only be used by BMTC in case of emergencies.**
2.	Section-4. Terms of Reference I. Payment Terms and Conditions 16) Minimum monthly requirement will not be below 9000 numbers of ETMs (including spare ETMs) in any month during the entire contract period, after rolling out in all Depots with complete functionality as per ANNEXURE-VI except FORCE MAJEURE condition. Till such time bidder will be eligible for payments only to the extent of supplied quantity. It is applicable only on meeting SLA requirements.	I. Payment Terms and Conditions 16) Minimum monthly requirement will not be below **11,000** numbers of ETMs (including spare ETMs) in any month during the entire contract period, after rolling out in all Depots with complete functionality as per ANNEXURE-VI except FORCE MAJEURE condition. Till such time bidder will be eligible for payments only to the extent of supplied quantity. It is applicable only on meeting SLA requirements.
3.	Annexure-II: Software Requirements a) ETM Software Requirement (Bus Ticketing) iii. Contactless Smart Card Software 3. NCMC Cards and any other Open Loop Cards	Annexure-II: Software Requirements a) ETM Software Requirement (Bus Ticketing) iii. Contactless Smart Card Software 3. NCMC Cards and any other Open Loop Cards

S No.	Original Clause	Modified Clause
	Successful bidder is responsible for implementation/integration of NCMC cards and any other open loop cards as per the requirement of BMTC. L3 certification shall be obtained by the successful bidder whereas the costs for L3 certification will be borne by the Public Transport Authority.	Successful bidder is responsible for implementation/integration of NCMC cards and any other open loop cards as per the requirement of BMTC. L3 certification shall be obtained by the successful bidder whereas the costs for L3 certification will be borne by the Public Transport Authority. **MDR Charges for NCMC transactions shall be borne by Public Transport Authority.**
4.	TQ FORM 3: Compliance to Technical and Functional Requirements. (C) ETM Software Requirement (Bus Ticketing) 3 NCMC Cards and any other Open Loop Cards Successful bidder is responsible for implementation/integration of NCMC cards and any other open loop cards as per the requirement of BMTC. L3 certification shall be obtained by the successful bidder whereas the costs for L3 certification will be borne by the Public Transport Authority.	TQ FORM 3: Compliance to Technical and Functional Requirements. (C) ETM Software Requirement (Bus Ticketing) 3 NCMC Cards and any other Open Loop Cards Successful bidder is responsible for implementation/integration of NCMC cards and any other open loop cards as per the requirement of BMTC. L3 certification shall be obtained by the successful bidder whereas the costs for L3 certification will be borne by the Public Transport Authority. **MDR Charges for NCMC transactions shall be borne by Public Transport Authority.**

RFP Reference: Section 3: Tender Forms PQ Form 13: Component Rates
Amended and Read as

Page No. 61

PQ FORM 13: Component Rates.

(To be submitted on the Company's Letter head)
(The bidders should fill the details as mentioned in the format and the same should be submitted to the office of the Controller of Stores & Purchases, BMTC in a sealed cover well before the Prequalification offer)

To,
Controller of Stores & Purchases
Office of Controller of Stores & Purchases,
Bengaluru Metropolitan Transport Corporation,
Central Offices, K H Road,
Shanthi Nagar, BENGALURU-27.

Sub: Component Rates.
Ref: Selection of Technology Solution Provider for Supply, Commissioning and Maintenance of Smart Electronic Ticketing Machines (ETMs) with comprehensive Ticketing Solution for BMTC on rental basis.

Dear Sir,

We would like to offer the below mentioned rates for the major components of ETMs, for replacement, in case of damage of any ETM/ major component or for loss of ETMs, due to mishandling by BMTC Staff. We confirm that the price mentioned will be valid for the entire contract period (4+1 Years) from the date of declaration of Go-Live.

Sl	Component	UoM	GST Rate in %	Basic Rate in Rs.	End Rate in Rs.
1	ETM	Nos			
2	Motherboard	Nos			
3	Battery	Nos			
4	Printer	Nos			
5	Display	Nos			
6	Camera	Nos			
7	Charger	Nos			
8	Printer roller	Nos			
9	Charger Port	Nos			
10	Lower back cover	Nos			

Sl	Component	UoM	GST Rate in %	Basic Rate in Rs.	End Rate in Rs.
11	Printer cover	Nos			
12	Adapter cable	Nos			
13	Smart Card	Nos			
14	MDR Charges[1]	Per Transaction			

Thanking you,
Yours faithfully

(Signature of the authorized representative of the Bidder)
Name:
Designation:
Seal:
Date:
Place:

[1] To be expressed in percentage of Transaction Value

RFP Reference: Section-4. Terms of Reference H. Service Level Requirements 2. O&M Phase for Mobile Application, Smart Card Application, NCMC application Availability with all functionalities, Availability of Smart Cards Platform and Availability of Mobile Ticketing Application

Amended and Read as

Page No. 136 & 137

Performance Area	**Frequency/Category**	**Baseline**	**Penalty**	**Breach**	**Measurement/ Definition and condition**
Mobile Application, Smart Card Application, NCMC application Availability with all functionalities	Monthly	99.00%	98-98.99% - 0.5% of Monthly Invoice Amount 97-97.99% - 1.5% of Monthly Invoice Amount Less than 97% - 2.5% of Monthly Invoice Amount	95.00%	1. Application wise uptime monitoring report from the cloud service/SMMS platform.
		Non availability time in a stretch shall not exceed 30min			
Availability of Smart Cards Platform	Monthly	99%	98-98.99% - 0.5% of Monthly Invoice Amount 97-97.99% - 1.5% of Monthly Invoice Amount Less than 97% - 2.5% of Monthly Invoice Amount	95.00%	Availability shall be assessed on the basis of card failure incidents vis-à-vis total number of smart card transactions validated in a month viz. Card Failure Incidents / total number of smart card transactions validated in a month X 100 %

Availability of Mobile Ticketing Application	Monthly	99%	98-98.99% - 0.5% of Monthly Invoice Amount 97-97.99% - 1.5% of Monthly Invoice Amount Less than 97% - 2.5% of Monthly Invoice Amount	95.00%	Availability shall be assessed on the basis of mobile tickets failure incidents vis-à-vis total number of mobile tickets and mobile pass transactions validated in a month viz. Mobile Ticket Failure Incidents / total number of mobile tickets and mobile pass transactions validated in a month X 100 %

RFP Reference: Section-4. Terms of Reference H. Service Level Requirements 2. O&M Phase for Cloud Based Hosting

Additional SLA

Performance Area	**Frequency/Category**	**Baseline**	**Penalty**	**Breach**	**Measurement/ Definition and condition**
Availability of Cloud Based Hosting	Monthly	99% Non availability time in a stretch shall not exceed 30min	98-98.99% - INR 10,000/- 96-97.99% - INR 20,000/- Less than 96% - INR 25,000/-	95.00%	Availability shall be assessed on the total time when the hosting infrastructure is available for performing operations.